



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

## LIBRARY ASSOCIATE

#25C-23

(CASUAL/HOURLY)  
5-16 hours per week

**SALARY:**  
**\$26.12 - \$31.75**  
Continuous  
(Opened 09/08/2025)

### Application Process

Apply online at  
[www.CalOpps.org](http://www.CalOpps.org)  
Member Agency: Redwood City

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Department upon submittal of application.

### Selection Process

All applications will be reviewed for neatness, accuracy, completion, relevant education, experience, training and other job related qualifications. The most qualified applicants will be asked to participate in the testing process, which will consist of an interview with Department staff.



### ABOUT THE CITY

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by **core values** of **excellence**, **integrity**, **service**, **inclusion**, **collaboration** and **innovation**. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication.

The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community and diversity, makes Redwood City an extraordinary place to work and call home.

### ABOUT THE POSITION

The Redwood City Public Library is looking for a community-centered, values-driven person who will deliver active and engaged customer service, with a focus on supporting self-service and delivering a top-notch experience for each visitor of the library. The ideal candidate will work well with others to achieve goals in a fast-paced, innovative team environment. The candidate will be friendly, outgoing, enthusiastic, creative, technologically savvy and able to consistently provide superb service to a diverse community of library users. This selected candidate will work year-round 5-15 hours per week including nights and weekends, at any of our library facilities – Redwood City Downtown Library, Redwood Shores Branch Library and Schaberg Branch Library.

### Typical duties may include, but are not limited to the following:

- Greet customers when entering and leaving the library;
- Provide customer service at all service points;
- Assist customers with self checkouts and other self service needs;
- Perform library services using new technologies;
- Issue library cards to new customers;
- Collect fines and fees; answer routine in-person and telephone information questions;
- Explain library policies and resolve problems and complaints;
- Assist customers with computers and other devices;
- Follow opening and closing procedures;
- Assist in preparation and maintenance of displays of library materials;
- Collect statistics;
- Assist with preparing library materials for circulation;
- Perform routine clerical assignments and perform related duties as assigned

### MINIMUM QUALIFICATIONS

*Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:*

**BUILD A GREAT COMMUNITY TOGETHER**



## BENEFITS

- This is a non-benefited casual position.
- Casual employees may not work more than 1000 hours per year.
- Casual employees will receive sick leave in accordance with State Law.

## CITY VALUES



## Education & Experience

- Education equivalent to completion of the twelfth grade.
- At least one year recent experience performing direct customer services (for example, retail) or related work in a library performing direct interactive customer services is required. Bilingual ability (Spanish/English) is highly desirable.

## Licenses & Certificates

- Possession of, or ability to obtain, an appropriate, valid California Driver's License. Incumbent may be required to travel between various locations during their scheduled work shift.

## Knowledge of:

- Customer service principles.
- General types and uses of library materials.
- Basic library terminology and services.
- Modern office procedures and methods.
- Basic mathematical principles.

## Ability to:

- Provide excellent customer service in a friendly cooperative manner.
- Apply library policies tactfully and cooperatively with a diverse community, both staff and public.
- Be physically capable of moving throughout the library for up to 4 hours at a time, in a fast-paced customer service environment.
- Communicate clearly, both orally and in writing.
- Perform basic troubleshooting and assist customers with computer use.
- Adapt to changing technology and physical environments.
- Work well as a proactive and innovative team member.
- Work independently and with direct supervision.
- Bilingual ability (Spanish/English) is highly desirable.
- Work nights and weekends year-round.

*The incumbent must be able to perform the essential functions of the job with or without reasonable accommodations.*

**A City application is required.** Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check
3. **Department of Justice** Fingerprinting

## Special Instructions:

**Submit your application via: [www.CalOpps.org](http://www.CalOpps.org).**

Applications must be filled out completely. Failure to list work experience, and education or training, or stating "See Resume" in the work experience section of the application will be considered an incomplete application and subject to disqualification. Resumes may be attached separately, but resumes will not be accepted in lieu of a City application.

**BUILD A GREAT COMMUNITY TOGETHER**



---

**SUPPLEMENTAL QUESTIONNAIRE  
LIBRARY ASSOCIATE #25C-23  
CITY OF REDWOOD CITY**

---

***Please answer the following question.***

Library Associate work shifts are available year-round, seven days a week during the library's open hours of operation: Monday – Thursday, 10:00am – 9:00pm; Friday and Saturday, 10:00am – 5:00pm; and Sunday 12:00pm – 5:00pm. Please indicate your general availability, listing the days of the week and hours that you are available. Please include as much detail as possible in your response.

For questions about the position, schedule, or status updates, please contact: **Homer Martinez via email at [hmartinez@redwoodcity.org](mailto:hmartinez@redwoodcity.org)**

**The City of Redwood City is proud to be an Equal Opportunity Employer!**  
*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.  
Any provisions contained in this bulletin may be modified or revoked without notice.*

**BUILD A GREAT COMMUNITY TOGETHER**